

Agenda Date: 5/24/04  
Agenda Item: VII B



**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
**Two Gateway Center**  
**Newark, NJ 07102**  
[www.bpu.state.nj.us](http://www.bpu.state.nj.us)

Customer Assistance

IN THE MATTER OF AZIZA ARAFA,       )  
PETITIONER v. VERIZON NEW        )  
JERSEY, INC., RESPONDENT        )

ORDER ADOPTING  
INITIAL DECISION

BPU Docket No. TC03070529U  
OAL Docket No. PUC 9094-03

(SERVICE LIST ATTACHED)

BY THE BOARD:

On July 23, 2003, Aziza Arafa (Petitioner) filed a petition with the Board in regard to a billing dispute with Verizon New Jersey, Inc. (Respondent). The Respondent filed its answer on August 18, 2003.

On August 21, 2003, the Board transmitted this matter to the Office of Administrative Law (OAL) for determination and initial disposition as a contested case, pursuant to N.J.S.A. 52:14B-1 et seq. and N.J.S.A. 52:14F-1 et seq. The case was assigned to Administrative Law Judge (ALJ) Margaret M. Hayden.

A settlement conference was held on April 7, 2004, and the parties voluntarily executed a Stipulation of Settlement which was submitted to the ALJ for review. On April 22, 2004, ALJ Hayden filed her Initial Decision with the Board, concluding that the Settlement agreement was voluntary, consistent with the law and fully dispositive of the issues in controversy. Accordingly, the ALJ concluded that the Settlement met the requirements of N.J.A.C. 1:1-19.1 and recommended that it be adopted.

The Settlement provides that the Petitioner will pay the Respondent \$500.00 in final settlement of the issues in dispute. Further, Respondent agrees to inform the appropriate credit bureaus and report that any reference to amounts owed to Verizon New Jersey, Inc. for service to (732) 780-5981 should be removed from the Petitioner's credit report.

After review, the Board FINDS that the terms of the Settlement are fair and reasonable. Therefore, the Board HEREBY ADOPTS the Initial Decision and Stipulation of Settlement in their entirety, incorporating the terms thereof into this Order as if fully set forth at length herein.

DATED: **5/25/04**

BOARD OF PUBLIC UTILITIES  
BY:

***SIGNED***

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JEANNE M. FOX  
PRESIDENT

***SIGNED***

\_\_\_\_\_  
FREDERICK F. BUTLER  
COMMISSIONER

***SIGNED***

\_\_\_\_\_  
CAROL J. MURPHY  
COMMISSIONER

***SIGNED***

\_\_\_\_\_  
CONNIE O. HUGHES  
COMMISSIONER

***SIGNED***

\_\_\_\_\_  
JACK ALTER  
COMMISSIONER

ATTEST:

***SIGNED***

KRISTI IZZO  
SECRETARY

Aziza Arrafa. v. Verizon New Jersey, Inc.

BPU Dkt. No. TC03070529U  
OAL Dkt. No. PUC 9094-03

**SERVICE LIST**

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